Directions on Accessing Citibank Electronic Report System (CERS) Reports

- Access CERS through Internet Explorer.

- Type in https://www.electrpts.cards.citidirect.com.

- Type in your UserID and Password which are case sensitive. CERS passwords expire in 90 days. Note: CERS only allows four login attempts before locking you out of the system. If this happens, please call the Citidirect help desk for a new UserID and password.

- You will see: "- Citibank Electronic Report System
        + TBR Reports".
  If you do not see the above information, click on "folders".

- Click on the plus sign next to "TBR Reports". TBR stands for Total Business Report.

- You will see: "TBR Reports
        Annual TBR Reports
        Cycle TBR Reports
        Monthly TBR Reports
        Quarterly TBR Reports"

- Click on the plus sign next to "Cycle TBR Reports. You will not need to access any of the other reports. Cycle reports are generated on the 21st of each month.

- Click on "List All".

- You will see various months. Choose the month you are interested in and click on the plus sign next to the date. Note, CERS will hold reports for 13 months.

- Click on "print".

- A blue and black box will appear with "Step 1 and Step 2". To print all of the cycle reports, click on "All" and under Step 2, click on "PDF".

- A step 3 will appear. Click on "Go". You will get a message telling you your report is being prepared for you.

- A gray download box will appear. Click on "Open this file", and "OK".

- Your reports will appear in PDF. You can print them by clicking on the print icon in the upper left corner of your screen.

Problems accessing CERS should be directed to the Citidirect Helpdesk at 800-790-7206, option 2. Citidirect is open 7 a.m. - 8 p.m. EST.